Lender Reporting System Post-Production Support I
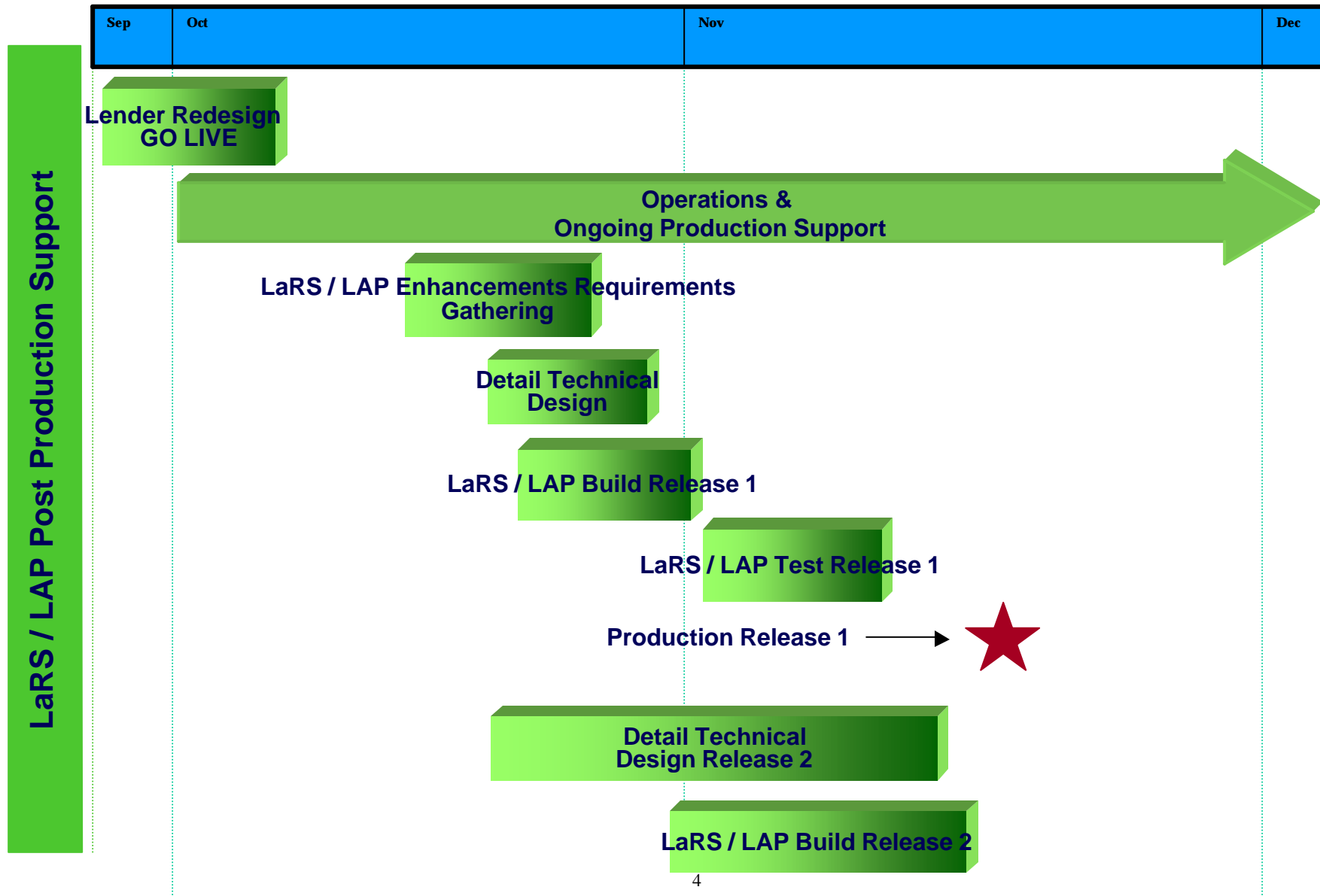## October 1st – November 17th

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Purple

➤ The Lender Reporting System Post-Production Support effort spans October 1st (Implementation) – January 5th.

➤ The purpose of the effort is to resolve open LAP/LaRS Change Requests(bugs and enhancements) logged by internal and external system users, as well as to provide additional production support during the key transition period.

➤ The development effort associated with the Lender Reporting System Post-Production Support was broken into two system releases, Release 1 – November 17, 2002 and Release 2 - January 5, 2003.

➤ This presentation covers the tasks which occurred between October 1, 2002 – November, 17 2002.

Timeline

Sep	Oct	Nov	Dec

LaRS / LAP Post Production Support

Lender Redesign GO LIVE

Operations & Ongoing Production Support

LaRS / LAP Enhancements Requirements Gathering

Detail Technical Design

LaRS / LAP Build Release 1

LaRS / LAP Test Release 1

Production Release 1 →

Detail Technical Design Release 2

LaRS / LAP Build Release 2

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➢ The Lender Reporting System Post-Production Support Effort consisted

of three interdependent teams.

> ➢ <u>Production Support Team</u> – Provided dedicated support of all
>
> LAP/LaRS production issues during the key transition period.
>
> ➢ <u>Development Team</u> – Gathered system requirements, created technical
>
> designs based on gathered requirements, built customizations, and unit
>
> tested all new components.
>
> ➢ <u>Testing Team</u> – Tested all components built by the Development Team.

Dedicated Production Support Activities

The enhanced LAP/LaRS Production Support effort spanned October 1st – November 15th.

The team's effort included:

➢Support users with functional / business process issues related to LAP/LaRS, any technical issues, and connectivity issues.

➢Maintain the updated master list of approximately 2000 LaRS users (including name, lender ID, email address, organization name, and level of access in FMS system.)

➢Perform out-reach to lenders/servicers who haven't submitted their OPA, LAP, or Security Form and encourage them to use new online system.

➢Create and maintain 'Helpful Hints' document and 'FAQs' document and post to Financial Partners Portal.

➢Log all Helpdesk calls and issues to the FMS Production Tracking Database.

➢Educate users on Funds Remittance Process and also support them as they perform this function.

The Development Team was responsible for requirements gathering, technical design, development, and unit test of each component built as part of the Release 1 and 2 effort.

The team worked with business owners to determine new requirements and specifications. All system enhancements were based on the information obtained through meetings between the development team and business owners.

The Release 1 and 2 effort addressed 15 open Change Requests which included improvements, bug fixes or new builds of 11 custom components.

These components included:
- ➢ Oracle Forms
- ➢ Oracle Reports
- ➢ Oracle Custom Programs

The Testing team was devoted to verifying that all components created by the development team were created with high quality, and met all business owner requirements.

The team's effort involved:

➢ Planning

➢ Test Script Preparation

➢ LaRS / LAP Release 1 testing

➢ Ongoing Production regression testing support.

The testing team executed 13 test scripts for Release 1. Two issues were found during script execution. The issues were resolved by the development team and retested. Upon retest all components built for Release 1 passed system test. Once all system test issues were resolved the team executed a comprehensive test of the system from LaRS to FMS with the new components. All transaction types were validated prior to migrating the code to Production.

LAP/LaRS Stabilization Release 1 Details

The benefits achieved from the components delivered on November 17th include:

➢ Decreased LAP ID creation time and Invoice transaction processing time for lenders, servicers, and FSA users.

➢ Improved custom form navigation.

➢ Increased data integrity in the LaRS system through the addition of security measures to the LaRS Invoice form and through the creation of the new Created ID Program.

➢ Resolved many post Implementation Production bug related issues.

➢ Improved the Invoice Import process by adding more descriptive log messaging, adding a performance fix to decrease processing time, and creating new fatal error handling.

LAP/LaRS Stabilization Release 1 Details

> The following table details all Change Requests and customizations fixed or redesigned as part of the LAP/LaRS Stabilization Release 1 effort.

> All documentation can be found at: **F://FMS Stabilization/LARS/LaRS – LAP Enhancement Release**

Components	Change Request ID	Enhancement / Bug
CUSTOM PROGRAMS		
LaRS Invoice Import Program		
	297	Update the fatal error handling in the invoice import program to rollback all changes to the database when a fatal error occurs in the program. Currently this data is incorrectly inserted into the invoice tables, which then has to be updated manually th
	297	Update the edit messages working in Parts 4 and 5 to be more descriptive. This will simplify the error resolution process for the end users.
	297	Program Log messaging will be added to the invoice import program to aid in quick turn around of Production Bugs. This fix will allow the operations staff to quickly diagnose problems when code breaks.
	315	Invoice Import was not calculating Part 2 Interest Calculation correctly for Leap Years.
REPORTS		
LaRS Lender Search Report		
	298	The format of the report will be fixed so that it is printed properly. Also, a new field will be added to the header section of the report called "Status" that will display the current status of each invoice the report is run for (In Process or Submitt

LAP/LaRS Stabilization Release 1 Details

Components	Change Request ID	Enhancement / Bug
FORMS		
LAP Create ID Form		
	305	Automate the process of creating LIDS for those lenders who already have an existing LID in the legacy system. This process will be changed to a concurrent program that will be run by ED employees from the FSA LAP ED Manager Responsibility. This is curr
LaRS Lender Invoice - 799 Form		
	294	Lender name will be updated in the lender name field of the form when the LID is changed in the header section.
	294	The format of Part I Interest Rates will default to 0.07 when .07 entered. This pertains to all interest rates.
	294	Close form and display message to the user in Part 5 once the invoice has been submitted and accepted.
	294	Users who have had their assigned LIDS deactivated in the User Access Form will not be able to create invoices for those LIDS.
	312	Form was entering OEV in the interest rate field Part 1 when EV --> Tab was hit. Form is also incorrectly validating the start dates for servicers in the header section of the form.
LaRS LOV Maintenance Form		
	296	Remove the capability for users to create error messages where Lookup_code, Meaning, and Location have null values. Having a null value in any of these fields can lead to invalid information being entered in the LaRS Invoice Form.
LaRS Profile Form		
	295	Update the field VENDOR_NAME in the LARS_LENDER_SERVICER_RELATIONS and LARS_ADDITIONAL_LIDS_INFO tables when the Lender Name field is updated in the Profile Form.

Continuing Effort

The LaRS / LAP Continuous Improvement team has delivered all components built as part of Release 1.

The following schedule shows an overview of the completed steps for this effort:

Requirements Gathering	10/17/2002 - 10/25/2002
Release 1 Design/Build/Unit Test	10/21/2002 - 10/30/2002
Release 1 System Test	10/31/2002 - 11/08/2002
Release 2 Design/Build/Unit Test	10/25/2002 - 11/13/2002
Release 1 Implementation	11/17/2002

The following schedule shows an overview of the remaining steps for this effort:

Release 2 System Test	11/17/2002 - 12/06/2002
User Acceptance Test	12/16/2002 - 12/20/2002
Release 2 Implementation	1/05/2003